

**Washington
Military
Department**



**Emergency
Management
Division**

Effective Date: June 1, 2011

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E911 CALL DETAIL RECORDER OR PRINTER SUPPORT POLICY

Cancels all previous E911 Call Detail Recorder Support Policies

See Also:

WAC 118-66
E911 County Contract Policy
E911 County Regionalization Contract Policy
E911 Salaries and Benefits Policy
E911 Training Policy
E911 Washington State Patrol Policy
NENA-04-001

CALL DETAIL RECORDER OR PRINTER SUPPORT POLICY

This policy applies to counties and Washington State Patrol (WSP) that have entered into a contract with the State E911 Office and are eligible for the Operations Section of the contract.

An Enhanced 911 (E911) Call Detail Recorder (CDR) in accordance with WAC 118-66 is eligible for reimbursement as an E911 expense. An E911 CDR is defined in WAC 118-66-030 as equipment used to store, record or print Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information for E911 calls.

1. Analysis

A call detail recorder shall be equipped at all primary Public Safety Answering Points (PSAPs) to provide documentation at the end of each E911 call.

- a. Per the National Emergency Number Association (NENA) document number NENA-04-001, the documentation shall include the following fields at a minimum:
 1. Trunk seize time.
 2. Caller's telephone number (including Numbering Plan Area or Numbering Plan Digit).
 3. Answer time.
 4. Answering position number.
 5. Trunk number.
 6. Trunk release time.
 7. Time call was transferred.
 8. PSAP name or number to which the call was transferred.
 9. Abandoned call indicator.
 10. Date (The date does not necessarily need to be a part of each record. As a minimum, the date shall be documented at least once per page).

- b. It is desirable that the record also include:
 - 1. Ringing start time.
 - 2. Time call was placed on hold.
 - 3. Time call was taken off of hold and by what position number.
 - 4. ALI.
- c. It is also desirable that the ANI/ALI controller be able to optionally output the ALI record as a part of the CDR printout. This shall include the name, complete street address, city and Emergency Service Number (ESN).
- d. It is desirable that the ANI/ALI system be able to store CDR records to a data file that can be downloaded onto a floppy drive or other media on demand.

2. **Decision**

- a. The State E911 Office will reimburse eligible counties/WSP for the following items in accordance with the conditions listed below:
 - i. Call Detail Recorder or Printer - Line Item: **B11**
 - Purchase or lease and installation of the hardware and software components required to support the call detail recorder or printer. Must be pre-approved by state office.
 - ii. Call Detail Recorder or Printer Maintenance - Line Item: **B11.1**
 - Routine repairs and preventative maintenance cost shall not exceed 10 percent of the approved purchase price (per fiscal year).
 - Maintenance funds may be used for agreements with vendors, time and materials, spare parts and/or salaries/benefits to maintain equipment.
 - Maintenance funds may also be used for training to maintain equipment.
 - Emergency repairs will be reviewed for eligibility on a case by case basis.
- b. Reimbursement for lease costs shall be on a year-to-year basis.
- c. Purchase or lease of any E911 equipment must follow PSAP or governing jurisdictional procurement laws, procedures and/or policies.
- d. The requested amount must be reasonable, prudent, and applicable to E911. Prior to purchasing or leasing the equipment, county/WSP must submit a written quote including shipping, handling, taxes, and installation charges to the State E911 Office at E911request@emd.wa.gov for review and approval. Without prior written approval the purchase or lease may not be eligible for reimbursement by the State E911 Office.
- e. All E911 equipment must be ordered, installed and accepted no later than the end of the contract performance period of June 30, 2013. Work performed outside the contract performance period will not be eligible for reimbursements.
- f. In the event of an emergency, exceptions may be made on a case by case basis.

3. Moratorium

A moratorium will be in place from **March 1, 2013** through **June 30, 2013**. During this moratorium, no equipment requests will be processed.

In the event of an emergency, an exception may be made on a case by case basis.

Approved by:


Kurt Hardin, Acting State E911 Administrator